



Village of Ashville
 P.O. Box 195
 200 East Station Street
 Ashville, OH 43103
 Office: 740/983-6367 • Fax: 740/983-4703



Job Title:	Administration Assistant	Job Category:	Government
Department/Group:	Administration	Status	Exempt The federal Fair Labor Standards Act (FLSA)
Location:	200 Station Street East, Ashville, OH 43103	Travel Required:	Intermittent for Meetings
Level/Salary Range:	Governed by Ordinance	Position Type:	Full-time
Reports:	Village Administrator/Mayor	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Experience Desired	Posting Expires:	Click here to enter a date.
External posting URL:	http://www.ashvilleohio.gov/index.php/how-do-i/apply-for-a-job		
Internal posting URL:	http://www.ashvilleohio.gov/index.php/how-do-i/apply-for-a-job		

Applications Accepted By:	
FAX OR E-MAIL: (740) 983-4703 or fchristman@ashvilleohio.gov (740) 983-4703 or mayorwise@ashvilleohio.gov Attention: Village Administrator/Mayor	MAIL: Village Administrator or Mayor, Village of Ashville, P.O. Box 195 200 East Station Street, Ashville Ohio 43103

Job Description

PRIMARY POSITION SUMMARY:
 Under the direction of the Village Administrator, Mayor, or Designee; the Administrative Assistant will provide administrative support to Administration, Planning & Zoning Board, departments, and individuals that are elected or appointed to the Village. This position performs a variety of complex, responsible, highly sensitive and confidential executive support functions; and performs related duties as assigned. The work is characterized by involvement with broad Village-wide issues and interactions with other elected officials, constituents, representatives of a wide variety of community, civil and business groups, Village management staff and others on complex and challenging matters. This person will perform a variety of constituent and administrative staff services, often involving politically delicate issues and requiring a high degree of independent judgment and sound political acumen. They should have a service-oriented attitude, strong communication skills, a willingness to work with others and a flexible schedule to travel short distances throughout the Village or Central Ohio. The ability to prioritize, troubleshoot, resolve problems and good follow-through is essential. A high aptitude for learning is necessary to support servicers across the continuum. It will be an important part of the Village team assisting the development and implementation of communication and strategies targeted to reach members of our community. This position will work closely with other members of the Village of Ashville office team, as well as other departments. The role also includes day-to-day management of social media such as our Newsletter, Facebook, Twitter, YouTube, etc. In addition, the incumbent will assist with written, digital, and web-based communication. This position will also be responsible for organizing and producing content for our website for an internal and external audiences. Using their knowledge to develop and grow Ashville's social media channels and other media platforms; customer service support via social media; ensuring integrated messaging and compatible branding in social media platforms.

Another facet of this role will be to be the Planning & Zoning Inspector & Building Liaison work directed by the Village Administrator and Mayor. The employee provides village support for Planning & Zoning Board and is the liaison between the Village of Ashville and the Building Inspector. This position coordinates and reports meetings involving the Planning & Zoning Board. The employee responsibilities include computer data entry, data retrieval, and data analysis for Planning & Zoning/Building. The job will focus on customer relationship management. Specifically, this will be done using computer data entry, data retrieval, public relations, and customer service.

This position will work closely with other members of the Village of Ashville office team, as well as other departments.

ESSENTIAL JOB FUNCTIONS:
 The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Work is performed with latitude for the exercise of independent judgment and action under the guidance of the Village Administrator/Mayor and in accordance with village policies and in compliance with state and federal guidelines applicable law. Work is reviewed through meetings and reports for overall program effectiveness. The work assignment may be on a continual or intermittent basis. Other duties may be required and assigned.

Indicate the level of performance by filling in each line with the appropriate rating. Please review the definitions included with the performance appraisal packet and mark the rating the matches the employee's performance. For example, a level 5 is the highest possible rating.

1 = Unsatisfactory 2= Decreased Performance 3 = Acceptable 4 = Excellent 5 = Outstanding



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CRITERIA BASED STANDARDS

ESSENTIAL DUTIES

Administrative Assitant Function

- 1** Will support activites of the Mayor and Village Administrator.
- 2** Will represent the Village of Ashville in meetings and public events.
- 3** Will provide administrative support for daily business office operations.
- 4** Manage administrative phone, e-mail correspondence and inquiries; provide customer service support.
- 5** Maintain the organization's various databases, webpage, historical files, computer and hard copy documents, and other operational systems.

Planning & Zoning and Building Department Function

- 6** Will submit report (s) to the Planning and Zoning Board, as needed.
- 7** Will attend and teke minutes of the Planning & Zoning Board.
- 8** Will perform duties associated with administering the Planning & Zoning/Building Department (Board).
- 9** Will process Planning & Zoning/Building Department Permits
- 10** Will have various databases, web page, historical files, computer and hard copy documents, files, and other operational systems.
- 11** Will properly manage phone, e-mail correspondence and inquiries; provide customer service support.
- 12** Will be the liaison between the Planning & Zoning/Building Department Board and the Inspector.
- 13** Will update website with pertinent Planning & Zoning and Building information.

Ashville's Summer Program Function

- 14** Will coordinate Mayor's Fun-in-the-Sun events.
- 15** Will provides communication for Fun-in-the-Sun.
- 16** Will determine funds nneeded Fun-in-the-Sun and allocate accordingly.

Communication Specialist Function

- 17** Will coordinate the dissemination of information about the Village of Ashville.
- 18** Will assist with publishing a monthly newsletter (hardcopy and electronic).
- 19** Will represent the Mayor, Village Administrator or President Pro-tem at public events.
- 20** Will relay information to departments or employees on behalf of the Mayor, Council, or Village Administrator.
- 21** Will receive information through various communication sources, i.e. email, phone, Facebook, twitter, fax and mail.

Internet Computer Support Function

- 22** Will edit and keep website information current.
- 23** Will make improvements to the internal and external flow of information for th Village of Ashville.
- 24** Will act as liaison with contract Informtiaon System provider.
- 25** Will advise on new or emerging technology that would help in efficiency of village operations.

Police Department Function

- 26** Will provide police chief support.
- 27** Will issues alarm permits for Police Department and forwards to receptionist for list updating and mailing.

Documentation and Office Support Function	
28	Will distribute public information request forms and applications.
29	Will prepare and maintain records, maintains files and filing system.
30	Will provides for purchases for the department in accordance with approved purchasing policies and as instructed by the Mayor.
Receptionist Support Function	
31	Will in the absence and/or support of receptionist: <ul style="list-style-type: none"> • Will answers the telephone and greets visitors providing information, assistance, and directions, takes and delivers messages, monitors staff traffic and availability to take calls and visitors. • Will retrieve, sort, and distribute incoming mail and faxes; prepares outgoing mail. • Will orders and maintains office supplies for various departments. • Will processes utility payments received; prepares payment deposits and forwards to finance director who takes prepared deposits to bank. • Will archive monthly billing, payments and balance information in box and forwards to for storage.
General Essential Functions	
32	Provides positive customer services, external and internal.
33	Performs all duties in conformance with appropriate safety and security standards.
34	Maintain confidentiality in respect to all matters as governed by local Ordinance, State, and Federal Laws.
35	Flexibility in receiving and performing work assignments.
36	Works in a manner that emphasizes Continuing Quality Improvement.
37	Attend educational workshops or in-services, as needed.
38	Fosters an atmosphere of teamwork and collaboration by assisting co-workers and other departments as needed and directed.
<u>OTHER DUTIES AND RESPONSIBILITIES</u>	
39	Perform special projects and related duties as required or assigned by the Mayor, Village Administrator, and/or Superintendent.
	The intent of this description is to provide a representative summary of the major duties and responsibilities performed by staff. Staff may be requested to perform job-related tasks other than those specifically presented in this description.
0	Total
	Average

Ability and Interpersonal Communications:

INTERNAL: Ashville Staff, Fiscal Officer, Village Administrator, Mayor, Council and other Elected or Appointed Personnel.

EXTERNAL: Local Community (Ashville Residents), General Community (Residents outside of Ashville), and Phone Contacts.

- Ability to communicate effectively verbally and in writing using Business English (reporting and recording).
- Ability to use independent judgment, common sense, and professionalism in the performance of tasks.
- Ability to communicate effectively with immediate supervisor, other department heads, council, mayor, coworkers, police personnel, and other village personnel and contractors.
- Ability to accurately record and deliver information and meet deadlines.
- Ability to maintain good public relations with village citizens by responding to resolve questions regarding work performed and other related matters.
- Ability to process accounts receivable and collections experience to discourage delinquent accounts.
- Ability to use computer software for data entry, using MS Office, and the ability to use emails according to Policies and Procedures.
- Ability to maintain confidentiality of restricted information
- Ability to work under stressful conditions, to respond immediately to crisis situations and to balance priorities within and between offices/departments
- Ability to persuade, convince, influence, and train others; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.
- Assists coworkers and other departments as needed and directed

QUALIFICATIONS:

Minimum Qualifications:

- High school diploma or GED equivalent.
- Experience with various forms of communication, accounting, and general office skills.
- Should have Bachelor's Degree in computers or a related field.
- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and measure data.

Special Requirements:

- A valid Ohio Driver's License
- CPR/First Aid certification or ability to acquire.

Knowledge Skills:

- Emphasis in courses involving business arithmetic, clerical procedures, business English, bookkeeping, and key punch operations.
- Ability to enter and verify data in the computer quickly and accurately.
- Ability to keep cash accounts and financial records, including accepting payments from the public.
- Communicate effectively verbally and in writing; understand and carry out both written and oral instructions. Ability to write and speak clearly, making complex issues seem simple
- Ability to learn budgetary process and existing policies and procedures
- Maintain good working relations with the general public; receive and respond to citizen and intra-governmental complaints and concerns.
- Knowledge of office safety practices and procedures.

Physical Requirements:

Employee is in general good health able to perform essential job functions either unaided or with assistance of reasonable accommodations. This determination will be made on a case by case basis by management, for otherwise qualified persons who, because of an AD disability, are unable to perform the physical or mental requirements for the job. The physical demands listed are illustrative of demands most commonly imposed on the incumbent of this position. While performing duties of this job the employee:

- Ability to operate a variety of automatic office machines including typewriter, calculator, copier, and computer, fax machine, telephone system, etc.
- May sit for extended periods of time when operating office equipment.
- Ability to lift or move objects up to 20 pounds
- Ability to deal effectively with stress.



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Work Environment:

Ability to work effectively in an office environment

Selection Guidelines

- Formal application, rating education and experience, oral interview and reference check. Job related testing may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related, or a logical assignment to the position
- The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.
- By signing below you agree to a waiver of any cause of action against the Village of Ashville if not communicated within six (6) months of termination from Village of Ashville employment.

EMPLOYEE UNDERSTANDING AND AGREEMENT

Reviewed By:	Employee,	Date:	
Signature			
I understand, and will perform, the duties and requirements specified in this job description.			
Administrative Approval:	Village Administrator, Franklin Christman	Date:	
Signature			
Administrative Approval:	Mayor, Charles Wise	Date:	
Signature			
Review Approval:	Personnel Director, Brian Garvine	Date:	
Signature			
Last Updated By:	Village Administrator in collaboration with Mayor	Date/Time:	03-04-2022